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December 16, 2002

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02110

RE: Telecommunications Relay Service - Docket Number: D.T.E. 02-82

Dear Ms. Cottrell,

Hamilton Relay, Inc. (Hamilton) provides relay service to six states across the country, including, Nebraska, Idaho, Louisiana, Kentucky, Wisconsin, and Rhode Island. We appreciate the opportunity to comment regarding the reasonableness of the proposed contract extension between Verizon and Vista to provide telecommunications relay service to the State of Massachusetts.

Hamilton has been awaiting the release of the Massachusetts Telecommunications Relay Service request for proposal. Hamilton desires to be a part of a competitive procurement process to ensure that the State of Massachusetts receives the best possible relay service available. Without routinely conducting a competitive bid process, the State is not assured the best value, whether that is a lower price, more services and/or better quality. As a result, Hamilton hopes that the Department will request that Verizon initiate a competitive bid process.

If the Department does accept the contract extension between Verizon and Vista, Hamilton hopes that the Department will request that Verizon complete a procurement process prior to exercising its option for the third or fourth year of the extended contract.

If you have any questions, please feel free to contact me at 402-694-3656 Voice/TTY. We look forward to having the opportunity to compete in an open procurement process in order to provide telecommunications relay service to the State of Massachusetts.

Sincerely,

Dixie Ziegler

Dixie Ziegler
Director of Relay